



Server Job Overview

SERVER JOB DESCRIPTION:

The Server contributes to the success of the restaurant by providing the guests with fun, attentive and efficient service. The Server's responsibility is to work very closely with the bartenders, cooks and management to maintain the highest standards of customer care.

GENERAL RESPONSIBILITIES:

- Communicate with manager and other coworkers regarding needs of guests
- Monitor and manage guests' alcohol consumption
- Monitor guests' dining experience keep water/ soda glasses full, offer refills for alcohol.
- Participate in a team environment helping coworkers with completion of all assigned tasks
- Communicate efficiently with management any issues relating to station readiness
- Communicate efficiently with management any issues relating to a safe and comfortable work environment
- Conduct yourself in accordance to The Unofficial's Core Values
- Thoroughly clean station on a daily basis at completion of shift and any other assigned cleaning projects
- All other duties as assigned

SHIFT DUTIES (Include, but not limited to)

Here is a general list of responsibilities to give an understanding of what will be done during a shift, but the responsibilities as a member of The Unofficial's team are not limited to this list.

- Taking guest food and drink orders and bringing food and drink to the guests
- Light cleaning, "clean as you go" theory
- Side work completion
- Making sure dining areas are properly set up according to training specs
- Pre-bus tables
- Running food
- Monitor and managing guest's alcohol intake
- Follow training guidelines
- Assist other staff
- Maintain a clean and safe work area
- Strict adherence to Food Safety and Sanitation guidelines
- Adherence to Polite and Respectful Conduct Policies
- Clock In and Out / Claim tips
- Gather utensils and supplies needed for shift
- Set up dining room
- Keep floor clean



- Take guest orders and bring food and drink
- Clear and reset tables as needed
- After shift, clean and restock station
- Assist co-workers as needed
- Clean and Sanitize all equipment and work area
- Accurately record and reconcile all transactions on the POS computer system

POSITION REQUIREMENTS

- Be over 18 years of age
- Computer literate
- Excellent presentation/first impression skills
- Punctuality
- Able to multitask
- Organizational skills
- Keep cool and controlled under pressure
- Work on feet up to 10 hours
- Must be able to speak the primary language of the restaurant
- Arrive to work in a clean uniform
- Able to lift 50 lbs.
- Willing to work nights, holidays and weekends
- Able to take direction
- Excellent attendance and schedule flexibility
- Hear 100% with correction
- See with 20/20 vision with correction
- Able to work well with others in a team environment

REPORTING STRUCTURE:

Each Server reports directly to the manager or shift lead on duty.

TEAM ENVIRONMENT:

- Provide help to any coworker whenever possible.
- Request help immediately when needed for any reason.
- Communicate with coworkers in a professional and courteous manner.
- Set a good example through attitude, involvement, and positive influence.
- Report employee relation issues of a sensitive nature to management.

EDUCATION AND EXPERIENCE REQUIREMENTS:

A high school education or equivalent is preferred, but not required. Minimum of 2 years' experience in a full service, high volume restaurant required.

UNIFORM REQUIREMENTS:

- Pants or Shorts
 - Clean and appropriate
 - No rips or spots or stains
 - Must cover skin
- Slip resistant, comfortable, closed toed shoes
 - Must allow you to work for period of up to 10 hours on your feet
- Clean The Unofficial shirt or hoodie
- Pens
- Bottle opener



- \$20 bank
- **Management has the authority to accept or reject any aspect of the uniform**

TRAINING REQUIREMENTS:

The Server will be expected to complete up to 2 weeks of training where all policies and daily procedures of The Unofficial and specifically your job will be introduced. The Server must memorize the floor charts, seating numbers and store layout. The Server must have an excellent working knowledge of all beverage lists and cocktails, menu ingredients, computer system and pass all quizzes/tests prior to being scheduled for a shift.

Employee Name (Print)	Employee Signature	Date
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Manager Name (Print)	Manager Signature	Date
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